

AMENDMENTS TO THE CLAIMS

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims

1. (Currently Amended) A workforce management system, the system comprising:
a processor; and

a memory, containing a workforce planning program that, when executed, causes the
workforce management system to:

obtain, from a communication switch, a first call-history statistic of a first period of time,
the first call-history statistic being generated by and stored within the communication switch,

obtain, from a call center, a first work-history statistic of the first period of time, the first
work-history statistic being generated by and stored within the call center,

process at least one of the first call-history statistic and the first work-history statistic,

generate a first past performance report comprising a first past performance statistic, and

process a first work-planning input together with the first past performance report, in

order to generate a forecast report comprising a first predictive workforce statistic

~~A workforce planning system, the system comprising:~~

~~logic configured to obtain from a communication switch, a first call history statistic of a~~
~~first period of time;~~

~~logic configured to obtain from a call center, a first work history statistic of the first~~
~~period of time;~~

~~logic configured to process at least one of the first call history statistic and the first work-~~
~~history statistic; and~~

~~logic configured to generate a performance report comprising a first past performance statistic.~~

2. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

3. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

4. (Original) The system of claim 1, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

5. (Cancelled)

6. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

7. (Currently Amended) The system of claim 1 [[5]], wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

8. (Cancelled)

9. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

10. (Cancelled)

11. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

12. (Cancelled)

13. (Currently Amended) A method of workforce planning in a workforce management system, the method comprising:

obtaining from a communication switch, a first call-history statistic of a first period of time, the first call-history statistic being generated by and stored within the communication switch;

obtaining from a call center, a first work-history statistic of the first period of time, the first work-history statistic being generated by and stored within the call center;

processing at least one of the first call-history statistic and the first work-history statistic;

[[and]]

generating a first past performance report comprising a first past performance statistic,

and

processing a first work-planning input together with the first past performance report, in order to generate a forecast report comprising a first predictive workforce statistic.

14. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

15. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

16. (Original) The method of claim 13, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

17. (Cancelled)

18. (Currently Amended) The method of claim 13 [[17]], wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

19. (Currently Amended) The method of claim 13 [[17]], wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

20. (Cancelled)

21. (Currently Amended) The method of claim 13 [[17]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

22. (Cancelled)

23. (Currently Amended) The method of claim 13 ~~[[17]]~~, wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

24. (Cancelled)

25. (Currently Amended) A ~~workforce planning system stored on a tangible~~ computer-readable medium encoded with a workforce planning system computer program, the system comprising which when executed:

~~computer-readable code that~~ obtains from a communication switch, a first call-history statistic of a first period of time, the first call-history statistic being generated and stored within the communication switch;

~~computer-readable code that~~ obtains from a call center, a first work-history statistic of the first period of time, the first work-history statistic being generated and stored within the call center;

~~computer-readable code that~~ processes at least one of the first call-history statistic and the first work-history statistic; and

~~computer-readable code that~~ generates a first past performance report comprising a first past performance statistic, and

processes a first work-planning input together with the first past performance report, in order to generate a forecast report comprising a first predictive workforce statistic.

26. (Currently Amended) The medium ~~system~~ of claim 25, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

27. (Currently Amended) The medium ~~system~~ of claim 25, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

28. (Currently Amended) The medium ~~system~~ of claim 25, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

29. (Cancelled)

30. (Currently Amended) The medium ~~system~~ of claim 25 ~~[[29]]~~, wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

31. (Currently Amended) The medium ~~system~~ of claim 25 ~~[[29]]~~, wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first

forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

32. (Cancelled)

33. (Currently Amended) The medium ~~system~~ of claim 25 [[29]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

34. (Cancelled)

35. (Currently Amended) The medium ~~system~~ of claim 25 [[29]], wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

36. (Cancelled)